



STAFFeasy FAQs

- **I am having trouble logging into STAFFeasy** (*the staffing software used by W3 Events*).
 - If you were just interviewed and trained, it may take a few days to create your account. Keep checking! If you cannot log in within a week after your training, call us at (512) 916-9461
 - You may have entered either your username and/or password incorrectly (*both were provided on the second page of this booklet*). If needed, you may contact us by phone to receive your username or have the password reset.
 - If you are no longer an active member of our organization for any reason, you will be inactivated on the staffing website.
- **What does it mean when I see the words “Work Offer:” on my calendar page?**
 - It means we are attempting to offer you a shift. Click on the words ‘Work Offer’ to see the details of the shift. At the top left corner of the page is the option to confirm or decline the shift. Please respond immediately, as we may be offering the same shift(s) to any number of qualified contractors in order to staff the event promptly.
 - You will receive a notification of the work offer by email, (Please ensure that your correct and current email address is included in the ‘Contact Methods’ section of your account), and/or by whatever means of contact you are set up to receive.
- **The email notification I received does not match the information on my calendar page.**
 - Please note that the purpose of notification emails is to inform you of any activity, from shift offers to event detail changes. We highly recommend that you scrutinize your email account diligently and notate all updated informational email content as you receive it... it could cost you a shift if for example you are not aware of an updated shift time change!
If you have received an email notification for a work offer but do not find a matching shift on your staffing website homepage, this may be attributed to 3 possibilities:
 - The event has been canceled or has been postponed for a later date.
 - The amount of staff required for the event has been reduced, rendering all shifts now filled.
 - The number of staff offered the shift has outnumbered the amount of open shifts available, therefore the event has been filled before you responded to the work offer.
- **I have accepted a shift, now what?**
 - Print out the assignment page for your reference (*see the next page of this booklet for an example*). An accepted work offer will appear on your calendar page as “Assignment” in blue lettering. Click on this word to link to the assignment page. This page includes:
 - **Location** (where you will report to, including address of the venue if possible)
 - **Event times** (encompasses ALL shifts associated with the event, not JUST yours!)
 - **Event Notes** (directions, parking info, attire, supervisor name and contact info, requirements, etc)
 - **Work Status/Shift time** (what time YOU should actually be onsite and ready for duty)
 - Check back often for updates
 - Remember to check your email daily (at least!). You will receive automatic notifications of all activity regarding any events you are currently staffed for.
 - You will need to re-confirm your shift each time an event has been updated to ensure that you are still confirmed and to indicate to us that you are informed of the updated details of your shift.
 - Please arrive at the venue early enough to park your vehicle and to locate your supervisor **before** your shift time begins.
 - Most events begin during the afternoon rush hour, so please take traffic issues into consideration when traveling to your shift.
 - Some events located in the downtown Austin area will not have designated staff parking, therefore you may have to use metered street parking (meters are free after 5:30p Monday-Friday, and all day on the weekends.)

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- **How can I receive more opportunities to work?**
 - Expand the perimeters of your work schedule to allow for more offers.
 - For example, if you have stipulated on the website that you are only available from 7pm-12am, you will not receive many offers. Try expanding your availability from 6pm to 1am or later, since many security shifts will begin before 7pm and some end just after midnight.
 - Fill out a 'Request to Work' form on your calendar page.
 - This will inform us that you are available for a certain day, and will help you be considered more efficiently if we need "last minute" shifts staffed. (Please be sure to edit the request if your availability changes at any time afterwards)
- **I am not available to work, but I continue to receive work offers. How can I stop this from occurring?**
 - If the shifts you are being offered take place while you are unavailable, update the 'Work Schedule' section of your account. This will set the time parameters of your daily schedule on the website so that your name will appear on the offer list only when you are available.